

# WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

**Oklahoma**

State of Respondent

6/26/2012

**ETC's Included In This Report**

	<b>LEGAL ENTITY NAME</b>	<b>SAC</b>
ETC#1:	Windstream Oklahoma, LLC	431965
ETC#2:	Oklahoma Windstream, LLC	432011
ETC#3:	Valor Telecommunications of Texas, LLC	431165
ETC#4:		
ETC#5:		
ETC#6:		

Person to contact for questions:

Name: Jeff Heacox

Phone Number: 501-748-5390

E-mail Address: [jeff.l.heacox@windstream.com](mailto:jeff.l.heacox@windstream.com)



**For The Year Ended December 31, 2011**

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## GENERAL INFORMATION

1. The enclosed reports are being filed with the Office of the Secretary of the Commission, with the Administrator (USAC), the relevant state commissions, and relevant authority in a U.S. Territory, or Tribal governments, as appropriate pursuant to WC Docket No. 10-90.
2. The enclosed information satisfies the requirements included in 47CFR 54.314 and is being provided to:

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of The FCC Secretary  
445 12th Street, SW  
Washington, D.C. 20554

Universal Service Administrative Company  
2000 L Street N.W. Suite 200  
Washington, DC 20036  
[hcfilings@usac.org](mailto:hcfilings@usac.org)

Tribal Government as appropriate

3. The Windstream officer signing the certifications included in this report is:

Name: John Fletcher  
Title: General Counsel

## **Report 1 - Five-year Progress Report**

§ 54.313(a)(1) A progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.7.

## Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

(i) At least ten percent of the end users served in a designated service area; or

(ii) A 911 special facility, as defined in 47 CFR 4.5(e).

(iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

(A) The date and time of onset of the outage;

(B) A brief description of the outage and its resolution;

(C) The particular services affected;

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(F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
431165	28-Feb-11	2:24 PM	OK_MRRS CAT SET MRRS CCS7	AT&T fiber was repaired. Verified site to be ins.	Local	MRRSOKXC	Notified connecting company of procedural problem	1,304
431165	27-May-11	3:22 AM	OK_ASHR: Toll Isolated, All SS7 links failed	Auto Restored	Local	ASHROKXA	Scheduled additional testing	323
431165	15-Jun-11	3:36 PM	OK_LNDS:Switch Toll Isolated	Fiber cable has been spliced	Local	LNDSOKXA	Repaired or replaced cut cable	5,934
431165	10-Aug-11	8:13 AM	OK_STRD TOLL ISOLATION, BOTH A-LINKS DOWN	PORTABLE GENERATOR DEPLOYED	Local	STRDOKXA	Reviewed companies emergency power policy	1,828
431165	02-Sep-11	7:06 PM	OK_TCMS MSC0007: STOP-PROCESSOR PC.MXUO - MXU	tech repaired cut cable in field - mxu's all back in service.	Local	TCMSOKXB	Repaired or replaced cut cable	720

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431165	28-Feb-11	2:24 PM	OK_MRRS CAT SET MRRS CCS7	AT&T fiber was repaired. Verified site to be ins.	Local	MRRSOKXC	Notified connecting company of procedural problem	1,304
				Date/Time Outage repaired (Central Time): 11:48(CDT)				
				Detailed Description of what was done to repair the Outage: Per dispatched WIN tech Richard "Carl" Hughes a bad Timing Synchronization card in the Broken Arrow 5300 dacs had caused 911 outage and w				
431165	05-Sep-11	7:20 AM	OK_BRRM: E911 PSAP DOWN		E911	BRAROKXA	Replaced faulty hardware	95,648

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431165	28-Feb-11	2:24 PM	OK_MRRS CAT SET MRRS CCS7	AT&T fiber was repaired. Verified site to be ins.	Local	MRRSOKXC	Notified connecting company of procedural problem	1,304
				Fiber break repaired at 21:10 eastern time, verified with Verizon service was restored.				
				ONS closed...				
				"Quinata, Kenneth T [9:24 PM]: ☐update Remedy ticket 9967419 fiber repaired at 910 pm Verified by Verizon. fiber was damaged by windstream splicers ea	Special	BRAROKXB	Repaired or replaced cut cable	8,064
431165	13-Dec-11	6:08 PM	CDS reporting ckt ID OK/KFGS/100115//WINN W 100 Meg down	Both links restored, unkown resolution			Scheduled additional testing	
431965	25-Feb-11	1:32 AM	OK_GRTY Toll Isolated OK_GRTY MESSAGE		Local	GRTYOKXA		190
431965	01-Apr-11	3:28 PM	TIMEOUT: Refer to OP Guide 606	AT&T has repaired their cut cable. Site no longer isolated.	Local	GRTYOKXA	Connecting company repaired cut cable	190

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431965	08-Apr-11	4:39 PM	OK_GRTY MESSAGE TIMEOUT: Refer to OP Guide 606 (Toll Isolated)	Steve called in, AT&T has spliced fiber. Restoration time 11:30 pm EDT. Both a-links are back inservice. Transport thing issue was in Bell's network, but is not sure.	Local	GRTYOKXA	Connecting company repaired cut cable	190
431965	06-May-11	1:59 AM	OK_VELM ALM031: CAT SET VELM CCS7	Links are back up. Called Jerry (WIN C.O. tech)... he said links restored at 11:45 PM CDT. Called Cox Communication and they stated fiber splicing not completed, but almost done. Another half hour.	Local	VELMOKXA	Scheduled additional testing	2,488
431965	04-Jun-11	5:45 PM	OK_VELM 911 and Windstream LD is not working		Local	VELMOKXA	Connecting company repaired cut cable	2,488



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				Links are back up. Called Jerry (WIN C.O. tech)... he said links restored at 11:45 PM CDT. Called Cox Communication and they stated fiber splicing				
431965	04-Jun-11	5:45 PM	OK_STNG Windstream LD is not working	not completed, but almost done. Another half hour.	Local	STNGOKXA	Connecting company repaired cut cable	539
431965	12-Aug-11	9:27 PM	OK_GRTY: MESSAGE TIMEOUT: Refer to OP Guide 606	Spans came back in service as NOC was preparing to callout to local tech.	Local	GRTYOKXA	Scheduled additional testing	190
431965	07-Sep-11	10:22 AM	OK_GRTY SITE ISOLATED PER SS7	CUT CABLE HAS BEEN REPAIRED. SITE IS IN SERVICE	Local	GRTYOKXA	Connecting company repaired cut cable	190

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				NOC CALLED AT&T, RECEIVED THE FOLLOWING AUTOMATED UPDATE: FIELD FORCES HAVE COMPLETED WORK, TICKET IS IN THE VERIFICATION OF SERVICE STATUS. USE CALNET UNIT ON SITE TO MAKE A REMOTE TEST CALL, AND GOT THROUGH TO A RING BACK TONE ON CUSTOMER LINE IN CANUTE				
431965	13-Dec-11	4:45 PM	OK_BRFL_OKCANT Unable to terminate calls to the CANUTE remote from the BRFL network	Cut fiber cable has been repaired	Local	CANTOKXA	Notified connecting company of procedural problem	399
431965	16-Dec-11	12:22 PM	OK_BRFL TOLL ISOLATED		Local	BRFLOKXA	Connecting company repaired cut cable	3,185

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431165	28-Feb-11	2:24 PM	OK_MRRS CAT SET MRRS CCS7	AT&T fiber was repaired. Verified site to be ins. Per Bernie in SS7 group the A- Links started to restore at 6:15 PM EST. Local technician Warren, called and stated AT&T had a trouble with an OC-192 in Oklahoma City, OK.	Local	MRRSOKXC	Notified connecting company of procedural problem	1,304
431965	20-Dec-11	2:45 PM	OK_BRFL MTVW CORN SNYD 4 sites TOLL ISOLATED	RCC CMRN 2 GOING SYSB - MUX 29 ISSUES - bad coax cable in host mux feeding ds3 to cameron remote	Local	BRFLOKXA	Connecting company repaired cut cable	5,417
432011	07-Mar-11	9:15 AM	OK_POTE - CMRN - RCC CMRN 2 CBSY		Local	CMRNOKXA	Replaced faulty hardware Scheduled additional testing	878
432011	02-May-11	6:57 AM	OK_VIAN BOTH ALINKS DOWN, TOLL ISOLATED	alinks restored	Local	VIANOKXA		2,041

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431165	28-Feb-11	2:24 PM	OK_MRRS CAT SET MRRS CCS7	AT&T fiber was repaired. Verified site to be ins. Per Win Tech Dennis, the storms damaged three rectifiers in the Cavanal fiber hut feeding the Vian DMS10 switch. Techs had installed a temporary 50 amp rectifier into the fiber hut and the SS7 links restored at 16:43 PM	Local	MRRSOKXC	Notified connecting company of procedural problem	1,304
432011	21-May-11	7:06 AM	OK_VIAN Toll Isolated	CDT. Scott replaced 2 15 AMP Rectifiers. Able to get into switch. Brian S. in Transport shows links back	Local	VIANOKXA	Replaced faulty hardware	2,041
432011	21-May-11	8:11 PM	OK_VIAN ALM031: CAT SET VIAN CCS7		Local	VIANOKXA	Replaced faulty hardware	2,041

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431165	28-Feb-11	2:24 PM	OK_MRRS CAT SET MRRS CCS7	AT&T fiber was repaired. Verified site to be ins. NOC 911 Outage Notification Form  PSAP Site or Sites Out of Service: Leflore OK  PSAP Location County or Counties & State(s): Poteau, Leflore County, OK  Contact Information (Carrier and or PSAP): ATT 800.540.8121 op 2 tkt ey005584	Local	MRRSOKXC	Notified connecting company of procedural problem	1,304
432011	05-Aug-11	2:38 AM	OK_POTE : E911 :Poteau, Leflore County, OK // ALI only	PSAP: dispatcher 9 Win Tech Buck replaced a defective Mux Control card at the Poteau office. SS7 links restored at 8:42 AM local time.	E911	POTEOKXA	Notified connecting company of procedural problem	8,486
432011	10-Sep-11	7:34 AM	OK_VIAN: ALM031: CAT SET VIAN CCS7		Local	VIANOKXA	Replaced faulty hardware	2,041

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432011	02-Nov-11	3:27 PM	OK_POTE: PM107: CBSY RCC WSTR 3	Fiber has been soliced. The wire center is restored.	Local	WSTROKXA	Repaired or replaced cut cable	927
432011	07-Nov-11	12:01 PM	OK_VIAN: ALM031: CAT SET VIAN CCS7	BAD CONTROLLER CARD.	Local	VIANOKXA	Replaced faulty hardware	2,041

### Report 3 – Unfulfilled Request Report

§ 54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers;

Service Area (SAC)	Wire Center	Held Orders	Held Due To
431965	SVNNOKXA	1	Cable full, added new plant
432011	STWLOKXA	1	Cable full, added new plant

## Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
431165	ASHROKXA	2
431165	AVNTOKXC	4
431165	BRAROKXA	0
431165	BRAROKXB	0
431165	BRAROKXC	0
431165	BRAROKXD	0
431165	BRAROKXE	0
431165	BRNSOKXA	2
431165	BYTNOKXB	6
431165	CHTHOKXD	3
431165	COWTOKXB	2
431165	FRFXOKXA	1
431165	HMNYOKXB	2
431165	HSKLOKXA	3
431165	KWCYOKXA	2
431165	LNDOKXA	2
431165	MEKROKXA	2
431165	MRRSOKXC	4
431165	MYVLOKXA	2
431165	PADNOKXA	2
431165	PRAGOKXA	2
431165	PRCLOKXA	2
431165	PTEROKXC	3
431165	RAMNOKXA	3
431165	SNGHOKXA	2
431165	STLSOKXA	4
431165	STRDOKXA	2
431165	TCMSOKXB	2
431165	WASHOKXA	3
431165	WAYNOKXA	2
431165	WGNROKXD	2
431965	ASLDOKXA	4
431965	BRFLOKXA	1
431965	BTLROKXA	2
431965	BTSTOKXA	4
431965	CANTOKXA	1



## Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
431965	CLRTOKXA	3
431965	CNVLOKXA	3
431965	CORNOKXA	1
431965	DLCYOKXA	1
431965	ELCYOKXA	1
431965	ELCYOKXB	1
431965	FOSSOKXA	1
431965	GOTBOKXA	2
431965	GRTYOKXA	5
431965	HMMNOKXA	1
431965	KIOWOKXA	2
431965	MLBNOKXA	2
431965	MLCKOKXA	2
431965	MTVWOKXA	1
431965	PKCYOKXA	2
431965	RSVTOKXA	2
431965	RTCYOKXA	1
431965	SMVLOKXA	5
431965	SNYDOKXA	1
431965	STNGOKXA	2
431965	STTWOKXA	3
431965	SVNNOKXA	2
431965	VELMOKXA	1
431965	WRDVOKXA	2
432011	BARNOKXA	4
432011	CMRNOKXA	2
432011	HVNROKXA	2
432011	MOHOOKXA	2
432011	POTEOKXA	1
432011	STWLOKXA	2
432011	VIANOKXA	2
432011	WSTROKXA	3

## Report 5 - Service Quality and Emergency Certification

§ 54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules

§ 54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

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### **Response:**

See report certification - Certifications include compliance with service quality standards, consumer protection, and the ability to function in emergency situations.

## **Report 6 - Company Price Offering Report**

§ 54.313(a)(7) The company's price offerings in a format as specified by the Wireline Competition Bureau

Response: The Wireline Competition Bureau has not specified the format this data is to be provided in nor has this been approved by the Office of Management and Budget (OMB). This data will be provided once the OMB acceptance has been published in the Federal Register and the WCB has specified the format per FCC 11-161 ¶54.313(a)(7).

## **Report 7 - Holding and Operating Company Report**

§ 54.313(a)(8) The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended

Response: The Office of Management and Budget (OMB) has not approved this new requirement. This data will be provided once the OMB acceptance has been published in the Federal Register per FCC DA 12-147 II.A.12.

## Report 8 - Tribal Land Information

§ 54.313(a)(9) To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

- (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- (ii) Feasibility and sustainability planning;
- (iii) Marketing services in a culturally sensitive manner;
- (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
- (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.11.

## Report 9 - Areas with no Terrestrial Backhaul Certification

§ 54.313(g) Areas with No Terrestrial Backhaul. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by Federal Communications Commission satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

Response: No certification required. Windstream does not rely on satellite backhaul for its network.

## Report 10 - Residential Local Service Rates Report

§ 54.313(h) Additional voice rate data. All incumbent local exchange carrier recipients of high-cost support must report only their flat rates for residential local service, as well as state fees that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

No rates are below the \$10 floor in Oklahoma.

SAC	SPIN	Exchange	Res. Local Service Charge	State SLC	State USF Fee	Mandatory EAS Charge	Loops
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## Annual Report Certification


June 26, 2012

In accordance with FCC 11-161 ¶581, this form is to certify that all the information contained in this report is accurate to the best of my knowledge. I acknowledge my certification is subject to the penalties for false statements imposed under 18 U.S.C. §1001.

I, John Fletcher, am General Counsel for Windstream Communications and certify that I am authorized to execute this certification on behalf of Windstream and the facts set forth in this report are accurate to the best of my knowledge, information and belief.

Pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) Windstream also certifies to the respective State Regulatory Commission that:

- 1) Windstream has established operating procedures designed to facilitate compliance with applicable consumer protection rules.
- 2) Windstream has established operating procedures designed to facilitate compliance with applicable service quality standards. Where applicable Windstream reports service quality standards to State Commissions.
- 3) Windstream has established operating procedures for emergency situations that will allow it to remain functional §54.202(a)(2).
- 4) Windstream certifies that all federal high-cost and CAF support was used in the proceeding calendar year and will be used in the new calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.

  
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John Fletcher  
General Counsel  
Windstream Communications  
4001 Rodney Parham Rd.  
Little Rock, AR 72212

Dated this 27 day of June, 2012

SUBSCRIBED AND SWORN to before me this 27 day of June, 2012

  
\_\_\_\_\_  
Notary Public : Sandra Blade

My Commission Expires: 8-2-16

